

Hotpoint recommends, for your own safety and to ensure you get the best possible results from your Washing Machine, you read through this booklet and follow these steps thoroughly.

STEP 1 Electrical Guide

Choose a location for your washing machine, where possible on a solid floor, with the electrical sockets and water supply taps easily accessible. Allow sufficient space: 600mm width, 600mm depth and 900mm height. DO NOT install in a bath or shower room.

WARNING: This appliance must be earthed.

STEP 2 Installation Guide

Dispose of packaging material in a safe place and remove any labels. Please read instructions thoroughly to ensure you understand each stage before you begin.

Remember you may be charged for a service call if a problem with your washing machine is caused by incorrect installation or misuse.

STEP 3 Dispenser Drawer

Read through this section to familiarise yourself with the different compartments within the dispenser drawer.

NOTE: Always follow manufacturer's dosage recommendations.

STEP 4 Programme Selection

A wash chart is provided to help you to select your required programme. Examples are given for the maximum washing load weights for different fabric types.

STEP 5 Using your Machine

How to start your selected programme and how to stop or change the programme if so required.

NOTE: Progress indicator lights show what stage in the programme cycle has been reached.

STEP 6 Options Guide

All available optional wash features are explained within this section - These allow you to adjust your selected wash programme to suit your needs.

NOTE: In addition to the temperature of the incoming water, the selection of optional wash features will affect the programme times.

STEP 7 A Typical Wash Programme

A picture guide provides a clear explanation how to set a wash programme. DO NOT overload the washing machine.

NOTE: Hotpoint recommend, on completion of your programme, that you switch off both the electricity and water supply to the appliance.

STEP 8 Troubleshooting

Please refer to the Troubleshooting section if you have any problems when using your washing machine. There may be nothing wrong!

READ BEFORE CONTACTING SERVICE!

Read the rest of these instructions to get the best from your appliance, remember to fill in your guarantee registration. **Keep this Book in a safe place for quick reference.**

Hotpoint guarantee

"Satisfaction guaranteed or your money back"

We give you a unique 'satisfaction guaranteed' promise - **valid for 90 days** - after you have purchased your Hotpoint appliance. If there is a technical problem simply call Hotpoint Repair service or visit our web-site at www.theservicecentre.co.uk and where necessary, we will arrange for an engineer to call. If the technical problem is not resolved under this guarantee, **we will replace your machine or, if you prefer, give you your money back.**

All Hotpoint appliances carry a fully inclusive 12 month parts and labour guarantee as well as free replacement parts for the first 5 years (except microwaves, selected integrated appliances and cooker hoods, which have a one year guarantee) provided that they are fitted by a Hotpoint engineer.

Guarantee terms and conditions

Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to the following provisions that your appliance:

- Has been installed and used correctly in accordance with this instruction booklet.
- Has been used solely for domestic purposes and is located on domestic premises (ie. not for commercial or trade use).
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than one of our own service engineers.

For pre purchase information on any other Hotpoint product, call: 08701 50 60 70 or visit: www.hotpoint.co.uk



Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully.

To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.

A wide range of genuine parts and accessories are available from our hotline or through our web site. **Genuine parts and accessories, extended warranties and service repairs are all available on our web-site at:**



www.theservicecentre.co.uk

UK: 08709 077 077
www.theservicecentre.co.uk
Republic of Ireland: (01) 842 6836

UK: 08709 066066
www.theservicecentre.co.uk
Republic of Ireland: 1850 302 200

Whether you have just one or a number of Hotpoint appliances in your kitchen, we offer two service cover plans to give you total peace of mind.

- Repair Protection Plan - FREE service repairs for a single Hotpoint appliance during the period of cover.
- Kitchen Cover - FREE service repairs for all your Hotpoint appliances less than 8 years old.

Extended Warranties

UK: 08709 088 088
www.theservicecentre.co.uk
Republic of Ireland: 1850 502 200

Genuine Parts and Accessories

UK: 08709 077 077
www.theservicecentre.co.uk
Republic of Ireland: (01) 842 6836

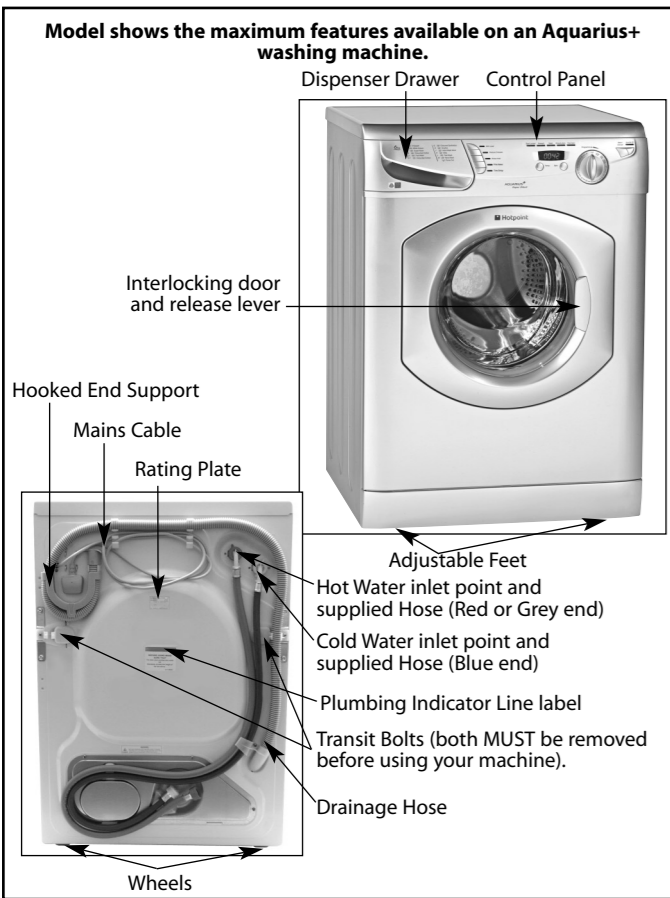
Available 364 days a year with a fast, effective and value for money service. We have the largest white goods repair service in the UK with over 1200 of our own fully trained engineers. All repairs include a parts and labour guarantee for 12 months from the date of the repair. If you require any information or have any questions about your appliance, our operators are on hand with help and advice. All this ensures that you will receive the best available after sales service possible.

Repair Service and Information Help Desk

UK: 08709 066066
www.theservicecentre.co.uk
Republic of Ireland: 1850 302 200

Note: Our operators will require the Model number and the Serial number of your appliance.

Getting to Know your Appliance



Unplug your appliance when cleaning it or carrying out maintenance.

Cleaning the Exterior:

Use a damp cloth or silicon polish to clean the exterior surfaces of the appliance.

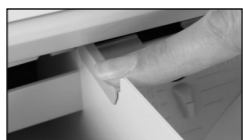
Cleaning the Door Bowl:

Clean the internal surface of the door bowl regularly with a soft cloth. A build up of soap powder and water hardness residue may result in water leaking from the door.

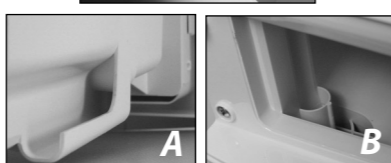
Cleaning the Dispenser Drawer & Compartments:

It is advisable to clean the dispenser drawer regularly:

- 1 Pull the drawer out until it reaches its stop.
- 2 Press the drawer release latch down to remove the dispenser drawer.



- 3 Clean and dry the dispenser drawer, syphons, grate and fabric conditioner exit channel (A). Also, regularly clean the outlet pipe area (B).



- 4 Relocate the dispenser drawer and push it firmly back into place.

WARNINGS:

- Do not clean any part of the machine with abrasive cleaners, scouring agents, acids, any bleaches or metal polish, as they may cause damage.
- Do not try to clean any part of the dispenser drawer while the machine is working.

Key Contacts

After Sales Service

Over 1200 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

Repair Service and Information Desk

UK: 08709 066 066
(Open 8 to 8 Mon - Fri, 8 to 6 Sat, 10 to 4 Sun & Bank Holidays)
www.theservicecentre.co.uk
Republic of Ireland: 1850 302 200

Note: Our operators will require the following information:

The Model number (which can be found on the control panel)

The Serial number (which can be found on the inner door trim)

Extended Warranties

UK: 08709 088 088
(Open 8 to 8 Mon - Sun)
www.theservicecentre.co.uk
Republic of Ireland: 1850 502 200

Genuine Parts and Accessories

UK: 08709 077 077
(Open 8-30 to 5-30 Mon - Fri & 9 to 12 Sat)
www.theservicecentre.co.uk
Republic of Ireland: (01) 842 6836

Merloni Elettrodomestici UK Limited, Morley Way, Peterborough, PE2 9JB.

PRINTED BY SIMLEX - FOUR ASHES, WOLVERHAMPTON.

08/2004 - 195044004.01

STEP 1 Electricity Supply

WARNING: The appliance must be earthed.

Fuses
Your appliance comes fitted with a plug and a 13 amp (13A) fuse. If you need to replace the fuse, use only those rated at 13 amp (13A) and ASTA approved to BS1362. To change the fuse lift the holder to vertical position and lift the fuse out. To replace the fuse, insert the fuse and push fuse holder down into the locked position. Correct replacement is identified by colour coding or the marking on base of plug.
WARNING: Do not use the plug unless the fuse holder is in the locked position and the top cover firmly replaced.

Changing the Mains Lead
If you have damaged the existing lead and need a new one, contact Hotpoint Service. UK on: 08709 066 066 or www.theservicecentre.co.uk (or in the Republic of Ireland on: 1850 302 200). A charge will be made. We strongly advise that fitting a new lead is carried out by a qualified electrician.
Seek professional advice if you need to use an extension lead.

Changing the Plug
If you need to change your plug, if it does not fit your socket, isolate safely dispose of the discarded plug. DO NOT plug into any other socket.

CE marking certifies that this appliance conforms to the following EEC directives - 72/23/EEC & 93/68/EEC
Electromagnetic Compatibility - 89/336/EEC, 92/31/EEC & 93/68/EEC

STEP 2

TECHNICAL DETAILS	
Models	WF645, WF640, WF630 and WF620
Dimensions	59.5cm wide 85cm high 60cm deep
Capacity	from 1 to 6kg
Electric Connections	voltage 220/230 Volts 50Hz maximum absorbed power 1700W
Spin Speed	up to 1400rpm - WF645 & WF640 up to 1300rpm - WF630 up to 1200rpm - WF620
Control programmes	programme D temperature 60°C
directive IEC456	run with a 6kg load

LEVEL 4

YOUR MACHINE WILL BE NOISY IF THE TWO FRONT FEET ARE NOT ADJUSTED SO THE MACHINE STANDS FIRM AND LEVEL.

EASILY ACCESSIBLE. SWITCH ON

PLUG YOUR MACHINE INTO AN ELECTRICAL SOCKET WHICH IS READY... SWITCH ON

NOTE: Hotpoint recommend extension leads are not used.

NOTE: The mains cable must only be replaced by an authorised serviceman.

STEP 3

REMOVE TWO TRANSIT FIXINGS... Follow these instructions to remove the TWO transit fixings.

IMPORTANT: Situated, one either side of the rear panel, both transit bolts (complete with spacers) MUST be removed before use.

Failure to do so may cause damage to your machine!

Use a crosshead screwdriver to remove the plastic cover.

Unscrew the 13mm spanner.

STOP when 3 threads can be seen.

Hold, slide plastic covers over the holes left by removing the two bolts.

For safety, replace both transit bolts and spacer come out intact (see pic).

DO NOT REMOVE IT. WHICHEVER DRAINAGE METHOD YOU USE, MAKE SURE THAT THE HOOKED END SUPPORT IS FIXED LEVEL TO, OR ABOVE THE PLUMBING INDICATOR LINE* (*see Getting to Know your Appliance)

NOTE: ALTHOUGH YOU MAY NEED TO MOVE THE HOOKED END SUPPORT ALONG THE GREY DRAINAGE HOSE, DO NOT REMOVE IT.

STANDPIPE METHOD
Hooked End Support
Insert drainage hose into the standpipe.
Standpipe height: minimum 500mm from the floor.

OR

UNDER SINK METHOD
Cut off the blocked end of the under sink drainage unit.
Fix the hooked end support at a minimum 800mm from the floor.
Attach the GREY drainage hose to the under sink drainage unit securely, using a hose clip.

Installation

CONNECT TO THE WATER SUPPLY... PLEASE USE THE NEW HOSES SUPPLIED, FITTED TO THE MACHINE.

DO NOT REMOVE! Old hoses may cause leaks due to worn out washers or may split due to water pressure.

Check both hot and cold water supply taps: and cold water supply are running freely... Hot and Blue Hose end to Red or Grey Hose end to water supply taps.

Check the hoses are not cracked, they might burst due to water pressure. !!

Water pressure at the tap must be in the range... Min. 0.05MPa (0.5 bar) Max. 1MPa (10 bar) and at least once a year, replace any that show signs of wear.

A cold fill adaptor is available from your local Hotpoint authorised Service Centre or by calling the Genuine Parts & Accessories Hotline (see KEY CONTACTS).

If you have no hot water supply... to water pressure.

READY... SWITCH ON

TO CHECK ALL PARTS OF THE INSTALLATION AND TO THOROUGHLY CLEAN THE INSIDE OF YOUR MACHINE. REFER TO 'Programme Selection', STEP 4).

WITHOUT ANY LAUNDRY and WITHOUT ANY DETERGENT

THIS WILL TAKE APPROXIMATELY 20 minutes TO COMPLETE

STEP 3 The Dispenser Drawer

WARNING: Do not put any items into the drawer, other than detergent designed to be released from the drawer, as they may cause damage or blockage.

Index:

1. Drawer release latch
2. Pre-wash detergent compartment
3. Main detergent compartment
4. Fabric conditioner compartment
5. Grate

To achieve the best wash results the manufacturer's recommended amount of detergent should be measured and added to the main detergent compartment (II symbol) (max. 400ml).

We recommend the use of a detergent dosing ball, as provided by your manufacturer.

Adding Fabric Conditioner

Four the recommended amount of fabric conditioner into the compartment (flower symbol).

Do not exceed the maximum fill line.

Pre-wash Programme A

When selecting programme A add detergent to both the pre-wash compartment (I symbol) and the main wash compartment (II symbol). DO NOT use in drum dosing devices with Pre-wash programme A.

LEVEL 4

YOUR MACHINE WILL BE NOISY IF THE TWO FRONT FEET ARE NOT ADJUSTED SO THE MACHINE STANDS FIRM AND LEVEL.

EASILY ACCESSIBLE. SWITCH ON

PLUG YOUR MACHINE INTO AN ELECTRICAL SOCKET WHICH IS READY... SWITCH ON

NOTE: Hotpoint recommend extension leads are not used.

NOTE: The mains cable must only be replaced by an authorised serviceman.

STEP 4 Programme Selector Dial

IMPORTANT INFORMATION: The temperature of the incoming water supply and selection of any Optional Wash Feature, i.e. Time Saver, will affect the programme times*. Start the programme by following the instructions in Step 5: On-Off>Selecting a programme...

Wash label	Fabric	Temp. °C	Max. dry weight load	Approx. programme time*	Spin speed
A	Mixed Prewash	30	6kg	20 minutes	Slow
B	White Cotton & Linen without special finishes.	95	6kg	2 hours 20minutes	Fast
C	Super Wash White Cotton & Linen	60	6kg	2 hours 10minutes	Fast
D	Colourfast Cotton, Linen or Viscose without special finishes.	60	6kg	1 hour 50minutes	Fast
E	Fast Wash Colourfast Cottons & Linen	60	5kg	1 hour	Fast
F	Non-colourfast Cottons, Linen & Viscose	40	6kg	1 hour 45minutes	Fast
G	Coloured Synthetics: coloured Nylon, Polyester, Cotton or Viscose with special finishes.	50	3kg	1 hour 10minutes	Slow
H	Acrylics: Acrylics and tri-acetate blends on these fabrics with Wool, Polyester and Wool blends.	40	3kg	1 hour 5minutes	Slow
J	Handwash Wool	40	1.5kg	50minutes	Slow
K	Silks	30	3kg	55minutes	Gentle
L	Fast Wash	30	3kg	30minutes	Slow
M	Handwash	25	3kg	45minutes	Gentle
Rinse and Spin	Mixed		3kg	30minutes	Slow
Fast Spin	Cotton		6kg	15minutes	Fast
Slow Spin	Delicates		3kg	13minutes	Slow
Pump Out	All			2minutes	

WEIGHT OF WASH LOAD
Two examples of maximum wash loads for different types of fabric:

COTTON
1 Hand Towel
6 Shirts
6 Blouses
1 Pair of Pyjamas
4 Items of Underwear

SYNTHETIC
2 Children's Dresses
4 Shirts
4 Blouses
1 Pair of Pyjamas
4 Items of Underwear

Woolmark Approved
The wool wash cycle is the WF series of Hoppy washing machines has been tested and approved by the Woolmark Company for washing garments labelled as "hand wash".

6kg
= 6kg

3kg
= 3kg

Handwash Wool Approved
The wool wash cycle is the WF series of Hoppy washing machines has been tested and approved by the Woolmark Company for washing garments labelled as "hand wash".

STEP 6

Button Selection: To select an option, press the button and you will see a light come on alongside the button. Press again to cancel, and the light will go out.

NOTE: If the option selected is not available with the programme, the light will flash briefly.

Reduce Creases

Reduces wash action and spin speed, meaning less ironing for delicate clothes.

- This option is only available with programmes C, E, G, H and Rinse & Spin.

Mini Load...

For washing a smaller load. In addition to reducing actual washing time, this option will reduce water and energy consumption by up to 50%.
Note: You can reduce the amount of detergent you use with this wash.

- This option is not available with programmes A, F, J, K, L, M and Spin Only.

Time Delay...

(Models WF645, WF640 and WF630 only)
This option can delay the start of your wash programme by up to 24 hours. The display will show the delay you have chosen. Each press of the option button will add a delay of one hour. If you press after 24 shows on the display, the machine will reset the time delay and show 'OFF' in the display, any press after that will start counting again from one hour.

Options

To select an option, press the button and you will see a light come on alongside the button. Press again to cancel, and the light will go out.

NOTE: If the option selected is not available with the programme, the light will flash briefly.

Time Saver

Saves up to a third on the programme time.

- This option is only available with programmes B, D, G and H.

Rinse Hold

Clothes will be held in the final rinse water, keeping them fresh until you are ready to complete the programme. Complete the final spin by pressing the Rinse Hold button when the light is flashing.

- This is not available with programmes A, J, L, M, Rinse & Spin or Spin Only.

Extra Rinse...

(Model WF620 only)
For large wash loads and items for young children or people with sensitive skin. This option adds a rinse.

- This is not available with programmes A, J, K, L, M or Spin Only.

Variable Spin Speed

This allows you to **reduce the spin speed** below the maximum for the programme you have chosen. Each press of the button will reduce the spin speed to the next lower band. The new spin speed will be shown in the display. If you press again after 'OFF' has been displayed, the machine will revert to the original higher spin speed.

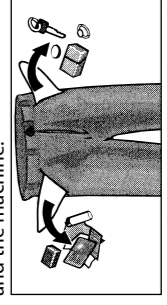
WARNINGS:

- DO NOT allow children to play with the appliance or tamper with the controls.
- DO NOT overload the appliance! It may damage the laundry and reduce the quality of the wash.
- During the wash cycle, remember that the door glass may become hot to the touch.

STEP 8

Washcare Tips:

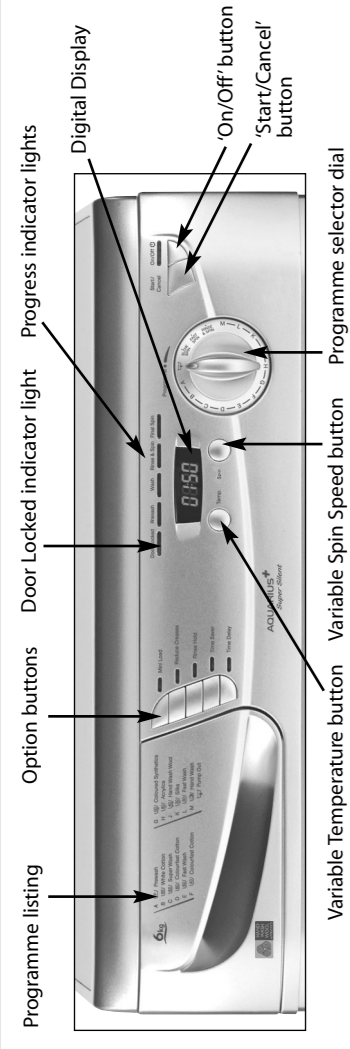
- Do not overload the machine (maximum load 6kg). In addition to reducing the quality of the wash, this may also damage your laundry and the machine.
- We strongly recommend that you do not wash underwired bras in this machine. Should the wires become detached it could cause damage to your clothes and the machine. If the washcare label states that the bra is machine washable, then we advise placing it in a mesh laundry bag. **Remember, you will be charged for a service call resulting from a detached bra wire.**
- Do not use the machine if the item to be washed does not have a wash label.
- Before putting laundry in the machine, we recommend that you do the following:**
 - Pre-treat awkward stains with washable treatments.
 - Do not wash any items that have previously been treated with solvents.
 - Close zips, fasten belts, tie strings and press studs to prevent tangling.
 - Empty ALL objects from pockets as they may damage the clothes and the machine.
- Remember, you will be charged for a service call to rectify a malfunction resulting from objects, such as coins, pens, hair grips etc. falling from pockets.** Limit the size of absorbent loads (i.e. towels to 3kg (7lb)) to give good washing and rinsing results.
- Always follow the care label instructions when choosing the wash programme.
- Wash non-colourfast items or really dirty laundry separately as they may affect other items.



Remember, you will be charged for a service call for problems caused by incorrect installation, non-removal of transit bolts or packaging, leaks from household pipework, loose or blocked fill and drain hoses. Washing items that DO NOT have a wash label or washing items that are not intended as machine washable and NOT emptying contents from pockets may cause pump or drain blockages, or may damage components within the machine.

STEP 5

Using your Machine



- WARNINGS:**
- In the unlikely event of something not working, see 'Troubleshooting' STEP 8.

On-Off / Selecting a programme...

The machine is switched on by pressing the **On/Off** button for 2 seconds. All the indicator lights will light up for a few seconds and the **Door Locked** indicator light will flash once. Turn the programme selector dial to the desired programme. Load the laundry and detergent. Select the options you require. Press the **Start/Cancel** button for 2 seconds to start the programme.

To stop or change a programme...

Press the **Start/Cancel** button for 2 seconds. Select 'Pump Out' on the programme selector dial. When the machine has finished emptying, turn the programme selector dial to the new programme (you may need to add detergent). Press the **Start/Cancel** button to start the programme.

- If you cancel a hot wash programme, take care when removing the laundry, it might still be very hot.

Progress indicator lights...

These will light up when you choose a programme, to indicate the progress of the selected programme. When started, the first light in the cycle will stay lit and as the programme progresses, successive lights will come on until the programme finishes. During a wash programme the display will show the time remaining to the end of the programme.

Door Locked indicator light...

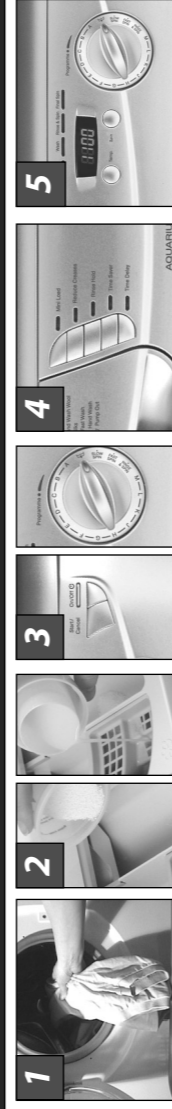
- The **Door Locked** indicator light will come on two seconds after you press the **Start/Cancel** button and will stay lit throughout the programme. A short time after the programme has finished the indicator light will go out and you can then open the door.
- If the door is not open properly, the **Door Locked** indicator light will flash to show this. The display will also show the word 'door'. Push the door shut until you hear the catch click.

The machine will show on the display if there is a problem:

H20 A problem with the water supply. Check that the tap is turned on and working. Please close the machine door properly.
F000 Indicates a machine fault. Please note the number shown and refer to STEP 8

STEP 7

A Typical Wash Programme



1

Sort laundry into loads by washcare labels. Load the machine, making sure that the trapped in the door. Close the door by pushing it until it clicks.

2

Add detergent (and fabric conditioner if required) to the dispenser drawer (see STEP 3). Add the detergent in the order shown in the manufacturer's dosage instructions.

3

Press the **On/Off** button. Turn the programme selector dial to the programme required (see STEP 4).

4

Select any optional wash feature(s) that you may require by pressing the appropriate button(s). The display will show what you have chosen (see STEP 6).

5

Reduce the spin speed if you wish using the variable spin speed button (see STEP 6).

6

When all selections have been made, press the **Start/Cancel** button. To stop a programme before it has finished, press the **Start/Cancel** button again. Turn the programme selector dial to 'Pump Out'.

7

Reduce the wash temperature if you wish using the variable temperature button (see STEP 6).

8

The digital display will show the time remaining to the end of the programme.

9

A short time after the programme has finished the **Door Locked** indicator light will go out and you can open the door.

We recommend that you switch off the electricity and water supply.

Automatic Features...

Auto half load

Water levels are automatically adjusted to cater for the different loads.

Unbalanced load

Your machine has an inbuilt feature to prevent it spinning with an unbalanced load. This will minimise excessive vibration and prolong the life of the machine. Before each spin the machine 'senses' the load within the drum and if the machine considers the load to be unbalanced, it will not automatically spin. Instead the machine will try to redistribute the load to achieve balance by tumbling backwards and forwards. If it is unable to balance the load after the sixth attempt the machine will abort the spin process. If this safety feature is encountered you can spin the load after first opening the door, redistributing the load and selecting a fast or slow, spin only programme. In the case of small loads or single items you may try adding some extra items of a comparable size to help balance the load.

Troubleshooting - More 'Troubleshooting' information and general product advice can be found on our website, visit: www.theservicecentre.co.uk/help

MY MACHINE MAKES A NOISE OR VIBRATES IN A SPIN PROGRAMME.

- Check all loose items, such as coins, have been removed from the laundry.
- Have both transit bolts been removed from the machine!
- Have you adjusted the feet to stabilise the machine?
- See STEP 2: **Installation**

MY LAUNDRY HAS NOT SPUN DRY.

- Did you reduce the spin speed of your selected wash programme? See STEP 6: **Options**
- Was a short spin programme used on a non-synthetic load.
- There has been an unbalanced load and the machine could not spin. See 'Automatic Features' STEP 7.
- Did the water pump out? If not see **MY MACHINE DOES NOT PUMP OUT WATER**.

MY MACHINE WILL NOT START

- Close the door. Choose a programme and then press **On/Off**.
- Does the door indicator 'light' come on after 2 seconds?
- Is the machine plugged in and switched on?
- Is the socket OK? Test with another appliance to check.
- Is the fuse in the plug OK?
- Plug the machine in and turn the socket switch on.
- If possible, use another socket for the machine.
- If not, replace it, see STEP 1: **Electricity Supply**

MY MACHINE STOPS BEFORE A SPIN PROGRAMME.

The 'Rinse Hold' button has been pressed, this will hold laundry in the final rinse water, until the button is pressed again.

MY MACHINE DOES NOT PUMP OUT WATER

- Has the drain hose been installed correctly? Ensure it is not blocked or kinked.
- Are the drainage unit, standpipe or under sink connections free from blockages?
- Has 'Rinse Hold' been selected? The light will flash until the button is pressed again.
- Press the 'Rinse Hold' button again.
- See STEP 2: **Installation**
- Clear any blockages that have been found
- Is the machine connected to a sink waste system?
- Check the blocked end of the under sink drainage unit has been cut off.

WATER COLLECTS IN THE FABRIC DISPENSER COMPARTMENT

Clean fabric dispenser drawer. See STEP 3: **The Dispenser Drawer**.

MY MACHINE IS LEAKING

- Are the fill hoses on correctly? If not, refer to the 'Installation' section.
- Does the washer need replacing?
- Is your water pressure too high?
- Turn the main supply tap down.
- Is the standpipe or household drain blocked.
- You may need to call in a plumber.
- Is steam coming from the dispenser drawer?
- The machine is designed to release steam from the dispenser drawer during hot washes.
- Check the feet have been levelled.

THE PROGRAMME TAKES A LONG TIME

Check for low temperature and low pressure of the hot and cold water supply.

THE DISPENSER WILL NOT CLOSE PROPERLY

- Is the drawer clogged with detergent?
- Clean the dispenser drawer; see STEP 3: **The Dispenser Drawer**
- Check the drawer is properly aligned.

SUDS ARE COMING FROM THE DISPENSER DRAWER

Check the correct amount of suitable detergent has been used, refer to manufacturer's recommendations. If you have used the wrong type of detergent, select a Rinse programme to flush out your machine.

NOT ALL OF THE DETERGENT HAS BEEN FLUSHED AWAY

- Check that your water supply taps are turned on fully.
- Check the inlet hoses are not kinked.
- Is your hot water pressure low?
- You may need a cold fill adaptor to run your machine as cold fill only. See 'Installation', STEP 2.

Why not pin this chart up near your machine or inside a cupboard door... where you can easily refer to it?

If your machine is still not working contact:
Repair Service and Information Desk
UK 08709 066 066
Republic of Ireland 1850302 200

You will be asked for the following details: Name and Address, Post Code, Telephone Number, Date of Purchase, Colour and Model/Serial Numbers - which can be found on the inside of the door.
Clear and precise details of the query or fault.

If the digital display shows a Fault code number (see STEP 5), please advise us.

Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.